



CITY OF LODI COUNCIL COMMUNICATION

AGENDA TITLE: Presentation on Proposed ADA Paratransit Services and Dial-A-Ride Changes for the City of Lodi

MEETING DATE: November 13, 2007 (Shirtsleeve Session)

PREPARED BY: Public Works Director

RECOMMENDED ACTION: Review required ADA Paratransit Services for the City of Lodi and potential changes to the existing Dial-A-Ride service.

BACKGROUND INFORMATION: The City of Lodi currently provides transit service as described in Table 1 (attached). In accordance with the Americans with Disabilities Act (ADA), the City is required to offer Paratransit (Dial-A-Ride, DAR) services for those unable to access the fixed route system. While the current system serves those transit riders who are unable to ride fixed route, the system does not require riders to be certified ADA eligible (who would be given priority over other Dial-A-Ride passengers).

During the last Federal Transit Administration Triennial Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests (Attachment 1). The existing Dial-A-Ride service can be offered in addition to the ADA Paratransit service but is not required. Staff is recommending that the Dial-A-Ride service continue, however, we are recommending that the service be limited to reservations only during the hours that fixed route operates. Demand responsive service would remain after fixed route stops running.

Following discussion and comments from the City Council, staff will finalize the draft procedures and policies and make them available to the public at two forums in late November/early December. Staff will return to Council at the second meeting in December for adoption of the new policies and procedures and anticipates an effective date of February 1, 2008.

FISCAL IMPACT: The total fiscal impact will be dependant upon the implementation of the ADA Paratransit service and any modifications to the existing Dial-A-Ride service.

FUNDING AVAILABLE: None required at this time.

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Public Works Director

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Attachments
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APPROVED: _____
Blair King, City Manager

Table 1

Existing Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am- 6:54 pm	7:45 am- 3:09 pm	7:45 am- 3:09 pm	\$1.00/ \$0.50
Dial-A-Ride (Reservations)	6:15 am- 9:00 pm	7:45 am- 6:00 pm	7:45 am- 4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand)	8:00 am- 9:00 pm	8:00 am- 5:00 pm	8:00 am- 3:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)

* Reservations available the day before, no reservations taken on Holidays.

Proposed Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am- 6:54 pm	7:45 am- 3:09 pm	7:45 am- 3:09 pm	\$1.00/ \$0.50
VineLine	<i>6:15 am- 7:00 pm</i>	<i>7:45 am- 3:15 pm</i>	<i>7:45 am- 3:15 pm</i>	<i>\$1.50 (No General Public) (\$1.00 surcharge outside of Lodi)</i>
Dial-A-Ride (Reservations)	6:15 am- 9:00 pm	7:45am- 6:00 pm	7:45 am- 4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand Response)	<i>7:00 pm- 9:00 pm</i>	<i>3:00 pm- 5:00 pm</i>	<i>3:00 pm- 4:00 pm</i>	<i>\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)</i>

* Reservations available the day before, VineLine passengers will be able to make next day service requests on Holidays.

Note: Changes shown in bold italics.

Federal Transit Administration Review Findings for ADA

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

Findings: During this Triennial Review of the City of Lodi, deficiencies were found with the FTA requirements for ADA.

The City of Lodi, through its third party contractor, MV Transportation, operates a Fixed Route service and Dial-A-Ride. The City's public information refers to Dial-A-Ride as an open to the general public, demand response transit system. The City does not have an eligibility process to ensure only persons who meet the regulatory criteria are regarded as ADA eligible. Further, the City has not developed an appeals process. A review of the City's public information does not contain information sufficient to describe its ADA complementary paratransit service and the requirements to determine eligibility.

Corrective Action and Schedule: Within 30 days, the City is to submit a letter to the FTA Region IX Civil Rights Officer (CRO) expressing its intent to comply with the Federal Department of Transportation's requirements to provide paratransit service.

Within 60 days, the City is to provide the CRO with a draft management plan on how it will come into compliance with the DOT requirements for paratransit service. At a minimum, the plan should address how the City will:

- Implement eligibility and appeals processes
- Communicate to the public its paratransit and eligibility requirements
- Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose and subscription service are in accordance with the ADA Complementary Paratransit service requirements
- Develop procedures to ensure the City has adequate capacity to meet demand
- Develop procedures to ensure the City has adequate oversight of the contracted paratransit services

Within 120 days, the City is to submit to the CRO evidence of its eligibility and appeals processes, public information and management procedures.

Proposed Paratransit Services for the City of Lodi and Dial-A-Ride service changes

Paratransit is....

A requirement under the Americans with Disabilities Act (ADA) that anyone who operates public Fixed Route services also provide a service for those passengers who have been certified unable to ride Fixed Route by their physician

How is Dial-A-Ride different than Paratransit?

- The City of Lodi's current Dial-A-Ride system is open to anyone.
- Priority is not given to any passenger in accordance with the regulations restricting trip preference.
- The City of Lodi's Dial-A-Ride service goes above and beyond the basic requirements of the ADA and has extended hours over Fixed Route service.

3

Who can use Paratransit?

- A passenger must be certified to use the paratransit system.
- The service area for paratransit is $\frac{3}{4}$ mile surrounding any Fixed Routes operated by the City of Lodi
- Paratransit services are only required to be provided during the hours that Fixed Route operates (which is less than Dial-A-Ride's hours).
- Services are provided on a reservation only basis.

4

Overview of the Proposed Paratransit Services for the City of Lodi

- Existing Dial-A-Ride services remain (with some changes to the service request process).
- Staff is recommending the implementation of a paratransit system that would operate within $\frac{3}{4}$ mile of a Fixed Route or the City limit - whichever is farther.
- Due to the similarity in services to the existing Dial-A-Ride system offered by the GrapeLine, staff is recommending a new name and logo be given to these services.

5

Overview of the Proposed Paratransit Services for the City of Lodi

- Staff is proposing the name VineLine and the following logo to appear on all of the Complementary Paratransit brochures and applications. Rides would be provided using existing vehicles.



6

Overview of the Proposed Paratransit Services for the City of Lodi

- VineLine certified passengers will receive priority over Dial-A-Ride requests.
- The VineLine would be a reservations based system requiring one day advance reservations.
- Passengers wishing to utilize the VineLine will be required to complete an Application and provide a Physician's Verification form.
- Once approved, passengers eligibility will remain active for three years unless otherwise restricted at issuance (factors may include temporary disability, etc)

7

Recommended Changes to Dial-A-Ride

- Staff is recommending to the City Council limiting service Dial-A-Ride service to a reservations based system during fixed route hours. Demand response service would still be available after fixed route ends.
- This would allow the trips to be better linked and should result in faster trip times and increased capacity.
- Passengers would need to call in at least a day prior to schedule their trips. Passengers calling the day they travel would be on a space available list and granted a trip if a cancellation or no-show occurs.

8

Recommended Changes to Dial-A-Ride

- The proposed service change still leaves the City with an increased level of Dial-A-Ride service as compared to the rest of the County.
- Other systems offer:
 - San Joaquin RTD: ADA service only
 - City of Manteca: Reservations and space available
 - City of Tracy: Reservations and \$0.50 same day surcharge.

9

Timeline for Implementation

- November 13- City Council Shirtsleeve Meeting
- Late November- 1st Public Meeting
- Early December- 2nd Public Meeting
- December 19- Presentation to Council for Adoption of Paratransit Policies and Procedures
- March 1- New service begins

10